

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark Geib, PE

Michigan Department of Transportation

1050 6th Street

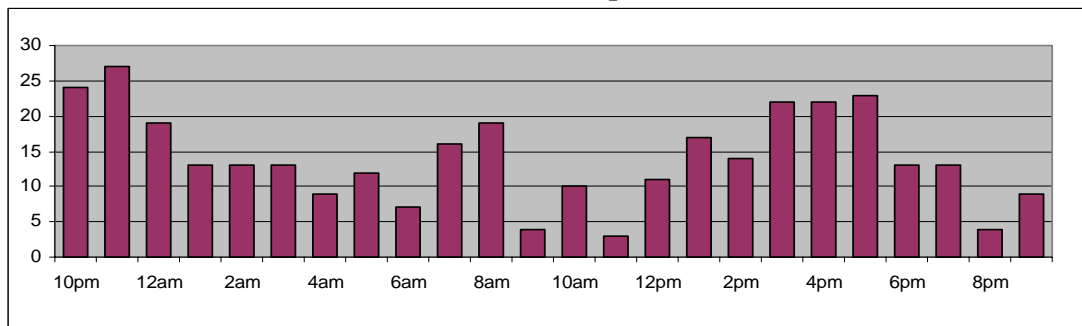
Detroit, MI 48226

GeibM@michigan.gov

May 2008

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	May 2008	Apr 2008	May 2007
Freeway Closures	17	14	8
Lane Closures	21	24	31
Ramp Closures	1	2	6

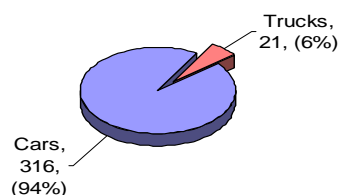
Total Incidents by Roadway

Freeway	May 2008	Apr 2008	May 2007
I-75	62	14	125
I-94	87	12	65
I-696 (Reuther)	45	13	62
I-96	37	3	66
M-10 (Lodge)	46	6	35
M-39 (Southfield)	27	14	35
I-275	30	5	41
I-375	3	0	0
TOTAL	337	67	429

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2789	2743	46
Contractors	496	177	319
City	13	6	7
County	86	52	34
Federal	0	0	0
Fire	1	1	0
Local Police	28	19	9
MSP	523	504	19
Border	0	0	0
MDOT/DIT	263	114	149
Media	157	147	10
Special Events	2	2	0
Transit	1	0	1
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	48	31	17
Total	4407	3796	611

Vehicle Composition of Incidents

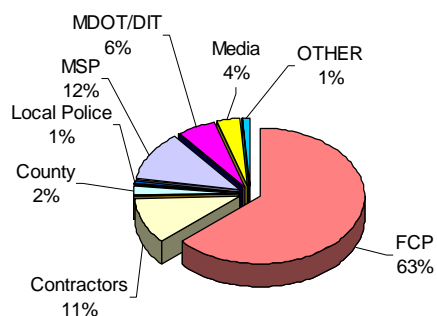


Total Incidents: 337

MITS Center News



Two MITS Incident Responder Safety Workshops were hosted by **Brownstown Fire Department Station 1 in Brownstown Township.** There were **73 attendees** consisting of law enforcement, volunteer emergency responders, courtesy patrol, fire fighters, and maintenance workers. Topics of discussion were proper cone placement, video clip review, reflective gear, and video sharing. This coordinated effort, strengthens the relationship and resource sharing between MDOT and first responders.



Total Calls: 4407

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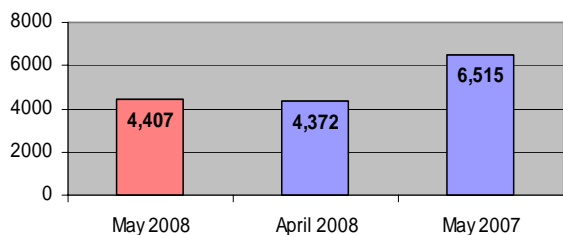
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CONTROL ROOM DISPATCH ACTIVITY

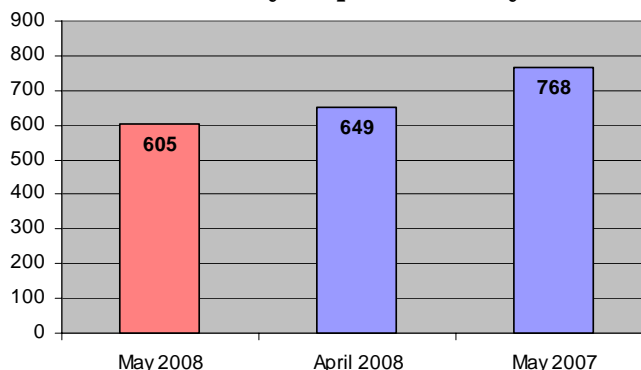
- Of the 4,250 assists that the Freeway Courtesy Patrol (FCP) provided during the month of May, 605 assists (14%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

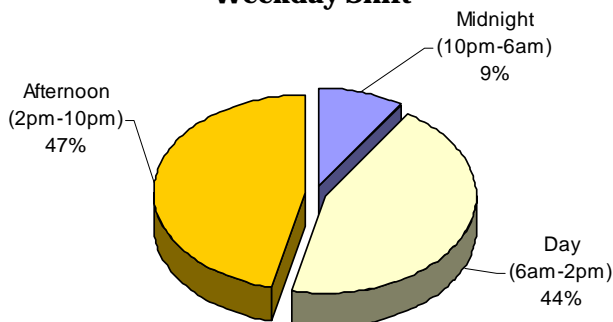


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

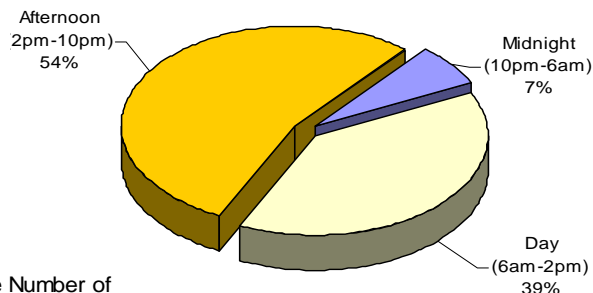


Calls by Weekday Shift



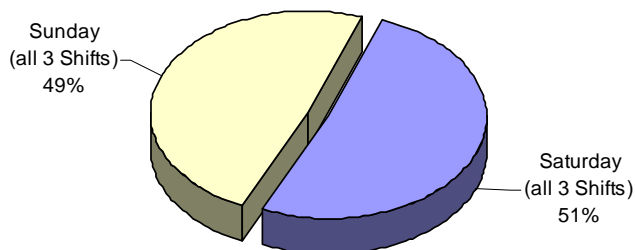
Average Number of Calls per Weekday: 167

Freeway Courtesy Patrol Dispatches by Weekday Shift



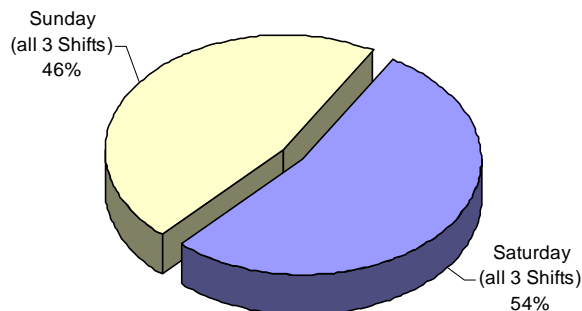
Average Number of Dispatches per Weekday: 21

Calls by Weekend Day



Average Number of Calls per Weekend: 163

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 30

Note: Additional FCP information may be found beginning on page 4.

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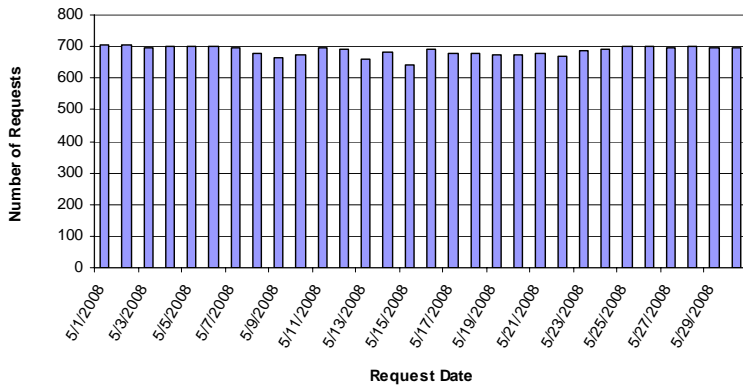
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/drive, click on "Construction & Traffic", and then "Detroit Traffic")

Website Activity

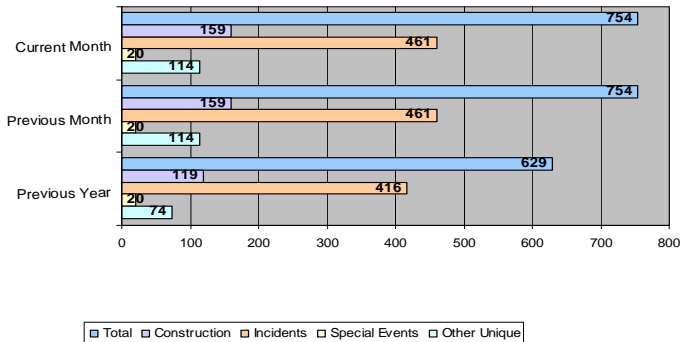
*Web site hits down due to use of Drive site.



Top 5 DMS with Unique Messages

1. I-96 EB at Beck
2. M-10 NB at Porter
3. M-39 NB at Fitzpatrick
4. I-696 WB at Ryan
5. I-75 SB South of 13 Mile

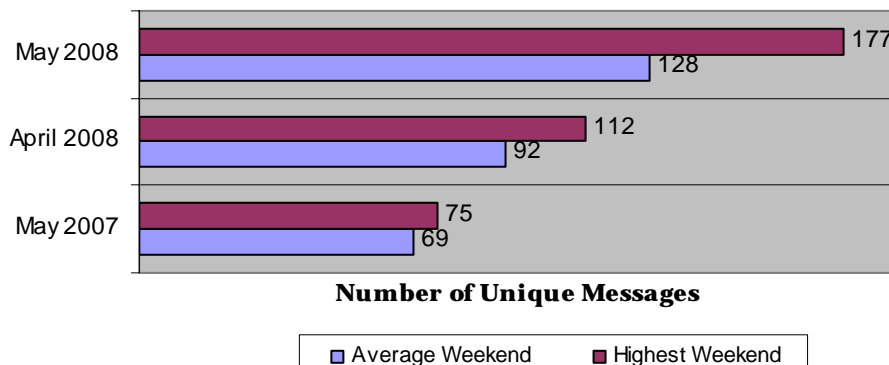
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	May 2008	Apr 2008	May 2007
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	May 2008	Apr 2008	May 2007
All High Impact Messages	92.3%	97.5%	93.3%
Freeway Closure Messages	100.0%	100.0%	87.5%
Lane Closure Messages	85.7%	95.8%	93.5%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	May 2008	Apr 2008	May 2007
Advisory Text-Messages	94.9%	95.0%	93.3%
Website Incident Postings	97.4%	95.0%	95.6%

Weekend Construction DMS Message Activity



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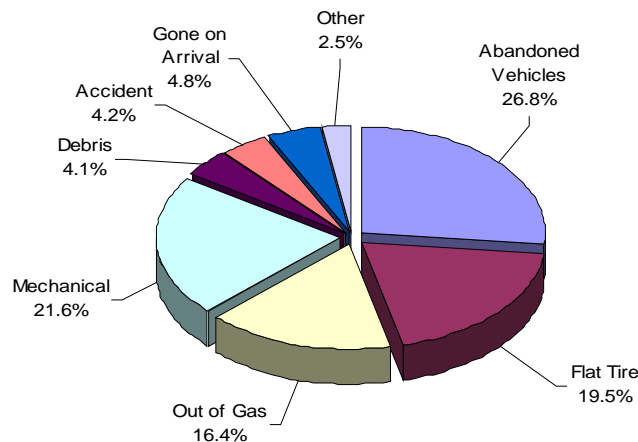
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

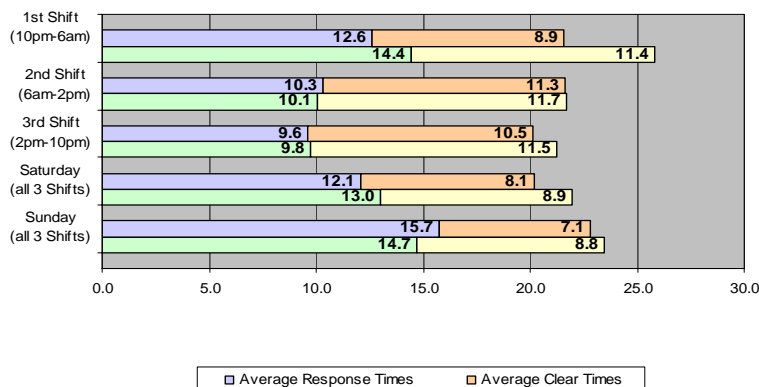
"Exceptional, he was kind, supportive, helpful and concerned about my well being and exceptionally professional! I endorse and support this service 100%!! I feel that it is a god sent for motorists! My car was totaled and I was very upset. Having never been involved in an accident before of this magnitude. Please commend driver 76."

Assist Type

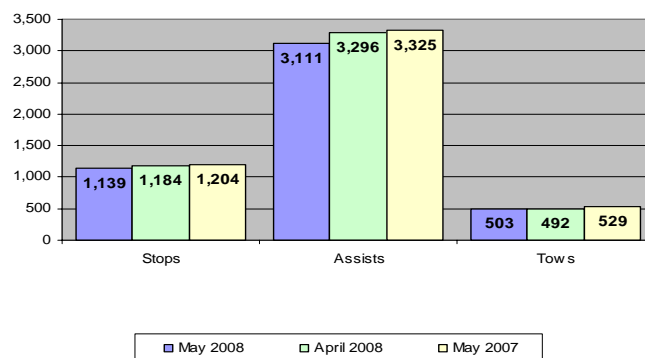


Total Number of Incidents: 4250

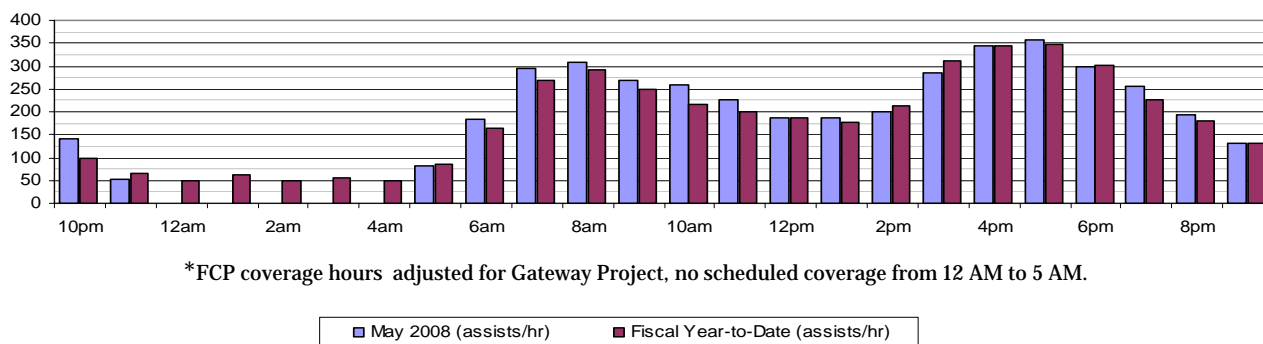
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



*FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 AM to 5 AM.

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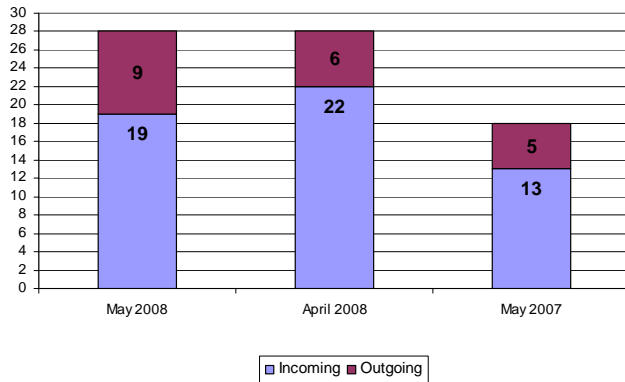
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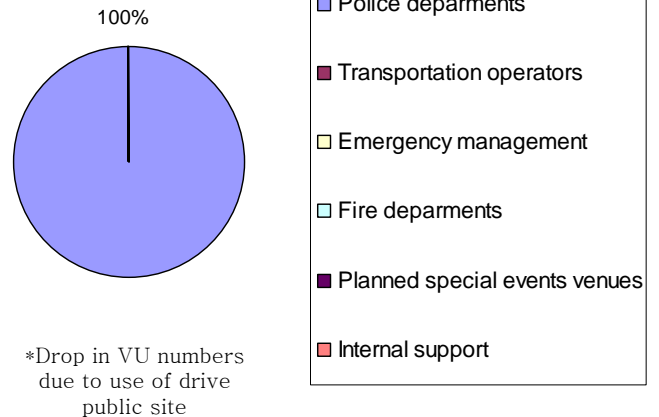
May 2008

TRAFFIC INCIDENT MANAGEMENT

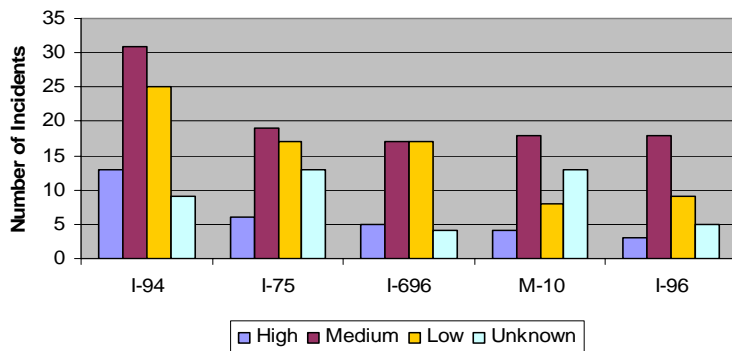
Local Police Department Calls



Video Users



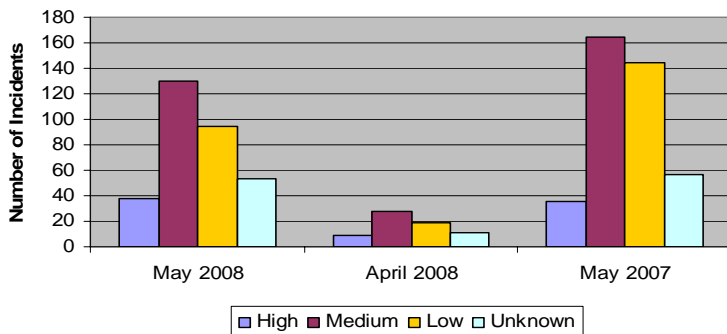
Severity/Duration by Top Five Freeways



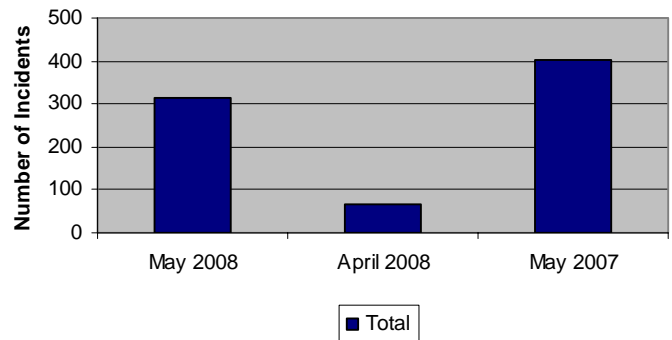
- Single lane closure equal to 90 + minutes, partial closure equal to 45+ minutes, or total closure (all lanes) 20 + minutes.
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes.
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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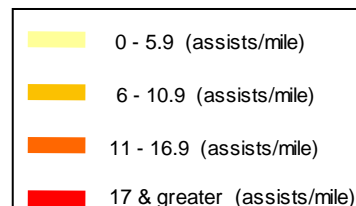
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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		May 2008	Fiscal YTD Avg.	May 2008	Fiscal YTD Avg.	May 2008	Fiscal YTD Avg.	May 2008	Fiscal YTD Avg.
I-75	87.6	874	978	10.0	11.2	13.2	11.5	10.2	11.8
Oak Co. Line to I-696	37.0	390	398	10.5	10.8	17.1	14.7	9.2	11.6
I-696 to I-94	8.0	241	263	30.1	32.8	9.9	9.8	11.3	12.9
I-94 to I-96	5.6	51	85	9.1	15.1	11.0	9.1	11.1	13.3
I-96 to I-275	37.0	192	233	5.2	6.3	12.3	12.1	10.3	10.4
I-94	60.7	1146	1048	18.9	17.3	10.0	10.6	9.9	10.3
Wash. Co line to M-39	20.7	398	359	19.2	17.3	9.0	11.1	10.7	10.9
M-39 to I-75	9.0	308	295	34.2	32.7	11.2	10.7	11.2	11.1
I-75 to I-696	10.0	275	261	27.5	26.1	9.0	10.0	9.3	9.9
I-696 to St. Clair Co. Line	21.0	165	134	7.9	6.4	11.5	10.7	6.6	7.7
I-96	34.0	591	590	17.4	17.3	10.4	11.6	10.0	11.0
Liv. Co. Line to I-275/I-696	11.0	132	130	12.0	11.8	14.0	14.1	10.2	11.9
I-275/M-14 to M-39	12.0	168	179	14.0	14.9	9.3	12.3	10.4	11.4
M-39 to I-75	11.0	291	280	26.5	25.5	9.6	10.1	9.7	10.3
I-275	37.5	386	374	10.3	10.0	9.3	11.4	10.0	11.2
I-96/I-696 to M-14/I-96	8.0	93	117	11.6	14.6	11.6	11.1	11.6	11.5
M-14/I-96 to I-94	12.0	181	172	15.1	14.3	8.4	12.5	8.9	11.5
I-94 to I-75	17.5	112	86	6.4	4.9	9.2	11.1	10.5	9.9
I-375	1.2	10	12	8.3	9.8	6.3	7.4	13.5	10.6
I-696 (Reuther)	28.7	461	509	16.1	17.7	11.8	11.3	9.3	10.9
I-96/I-275 to M-10	9.3	134	145	14.4	15.5	13.4	12.6	8.9	9.6
M-10 to I-75	9.0	153	166	17.0	18.5	10.9	10.8	10.3	13.0
I-75 to I-94	10.4	174	198	16.7	19.0	11.6	10.7	8.7	10.1
M-5 (Grand River)	10.3	47	45	4.6	4.3	15.6	16.3	8.4	10.1
M-8 (Davison)	2.2	95	70	43.2	31.6	6.7	8.8	9.7	10.2
M-10 (Lodge)	17.9	364	341	20.3	19.0	9.4	10.0	12.4	11.8
M-14	6.4	43	51	6.7	8.0	9.8	11.5	15.0	12.6
M-39 (Southfield)	14.2	233	245	16.4	17.3	11.9	11.4	11.4	12.1
M-59 (Vettrans)	11.6	0	4	0.0	0.3	-	25.0	-	4.8
Total	312.3	4,250	4,265						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Calls by Type	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type Breakdown	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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May 2008

DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.